

# PURCHASING CARD MANUAL



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# Purchasing Card Manual

## Introduction

Welcome to the State of North Dakota's Purchasing Card (Pcard) Program. This manual is designed to present the framework for implementing the program in your agency. It contains the hands-on detail that agency management and individual cardholders need to ensure the program works effectively.

The purchasing card program delegates the authority and capability of purchasing items directly to designated cardholders, allowing them to purchase goods and services faster and easier than before.

## Card Controls and Limits

State agencies are required to establish the following categories of controls and limits on each Pcard. These mandatory limits are required by JPMorgan Chase.

- Credit Limit (dollar amount per cycle),
- Single Amount Limit (dollar amount per transaction)
- Merchant Category Code (MCC) Group.

A \$2,500 single amount limit and a \$10,000 credit limit shall be considered as the default settings. The card administrator shall set the card limits based on the cardholder's need/usage.

## Hierarchy Setup

For purposes of defining the control hierarchies for the purchasing card program, each agency is assigned a Hierarchy ID. Consequently, each agency will be responsible for administering the purchasing card program at the agency level. In order to facilitate program implementation and provide for ongoing program administration, each agency should designate a person as the agency card administrator (CA). (To help ensure the adequacy of internal control surrounding agency purchasing card programs, **the agency card administrator/authorized signer may not be a cardholder**. However, if agency size or other constraints make this unfeasible, the Office of Management and Budget (OMB) may assume card maintenance duties for an agency. Contact OMB for more information regarding card maintenance).

To get started on a purchasing card program in your agency, contact a program administrator at (701) 328-4936 or 328-2682.

The official policies and procedures for the purchasing card program are included in Policy 300 in the Fiscal and Administrative Policy Manual at <http://www.nd.gov/fiscal/docs/fiscaladmin2007.pdf>.

The official procurement procedures for the levels of purchasing and competition are included in the North Dakota State Procurement Manual – Level 1 Certification, Chapter 6 at <http://www.nd.gov/spo/legal/guidelines>.

## **What is a Purchasing Card?**

The purchasing card is a method of payment for agency employee use to make purchases for official agency business. OMB encourages the use of the purchasing card.

The purchasing card payment system is an individual bill/central payment system. The cardholder receives a monthly account statement for information and reconciliation purposes only. OMB obtains a consolidated electronic billing file and makes payment to JPMorgan Chase on behalf of all cardholders. Expenditure transactions are processed through PeopleSoft and posted to the appropriate agency accounting records using the default speed chart assigned to each purchasing card in JPMorganChase PaymentNet system.

A purchasing card **IS**:

- Authority delegated by agency management to individual state employees.
- For official state of North Dakota use only.
- Authorized for use with only certain categories of merchants.
- Authorized for purchase of items under state contract.

A purchasing card **IS NOT**:

- A means to avoid appropriate procurement or payment procedures.
- A means to access cash or credit.
- For use with interdepartmental billing (IDB).
- A right of employment.
- For personal use.

## **What are the Benefits of a Purchasing Card?**

The purchasing card enables personnel to perform more effectively and focus on the value-added aspects of their jobs by:

- Reducing administrative costs for the state.
- Eliminating purchasing delays.
- Reducing the amount of paperwork.
- Improving supplier relations.
- Receiving increased information about purchasing transactions.
- Reducing the number of checks issued.

## **Who are Likely Cardholders?**

Because the purchasing card allows the cardholder to place orders directly with the supplier, the greatest program benefits are achieved when purchasing cards are issued to end users. OMB encourages wide usage of the purchasing card.

## **How to Obtain a Purchasing Card**

1. Contact the agency card administrator for employee agreement/application and required training.
2. The agency card administrator will complete the application process in PaymentNet.

## Cardholder Credit Rating

The use of the purchasing card results in liability to the agency, not a personal liability for the cardholder. The cardholder's credit rating will not be affected. However, it is important to remember that the cardholder agrees to the terms and conditions of using a purchasing card while completing the employee agreement/application, prior to receiving the card, and as such, is personally liable for any misuse of the purchasing card as outlined in this manual.

The JPMorgan Chase Purchasing Card Program provides liability protection to the state once notification of any loss, theft, or fraudulent use is made. However, the same level of liability protection does not apply to cards that are made available to multiple users.

**Therefore, only the person whose name appears on the card is allowed to use that card.**

## Merchant Category Code Standards

All vendors are assigned a merchant category code (MCC) by their bank. The MCC standard for the state is the State Merchant Category Code Standard. Attempting to buy from merchants that are excluded will cause the transaction to be denied.

Occasionally a bank may have wrongly assigned a vendor's MCC. If a transaction is rejected for an appropriate purchase, the agency card administrator should ask the vendor to check with their bank to request a code change, if necessary.

## Merchant Category Code (MCC) Groups for the State of North Dakota

Each cardholder will be assigned a State of North Dakota MCC group which allows certain item(s) for purchase. They are listed below:

- |            |   |
|------------|---|
| <b>950</b> | The most commonly used group. It will buy anything that can be purchased with a PO. <b>Restricts travel, lodging, cash, entertainment, food, or liquor.</b>                             |
| <b>951</b> | Used to purchase most things (as in 950) as well as airline tickets, conferences, car rental, lodging, meals, and food. <b>Restricts cash, entertainment, or liquor.</b>                |
| <b>952</b> | Will purchase most things and should be used rarely. Must be justified and approved by OMB before assigning this group. <b>(will not purchase jewelry, massage parlors, cash, etc.)</b> |

## General Instructions for Card Use

Cardholders should give vendors their purchasing card number and expiration date, or present the card at the point of sale and tell the vendor that the state is exempt from sales tax.

**NOTE:** The State of North Dakota's tax-exempt number is embossed in the upper left portion of the card.

- OMB State Procurement laws, rules, and guidelines must be followed.
- **If the transaction value is \$2,500 or less** you may purchase without obtaining competition provided the price is fair and reasonable.

- **If the transaction value is greater than \$2,500, but less than – or equal to \$25,000** you must obtain at least three oral or written competitive quotations unless the items are on a state contract.
- **All printing over \$2,500 not done by Central Duplicating Services** must be submitted to the State Procurement Office using the online purchase request.
- **If the material is to be shipped or delivered**, tell the vendor to enclose or mail a copy of the receipt/invoice with each shipment. Have the vendor mark it “Credit Card Order – Paid” to avoid duplicate payments. **If the material is to be picked up**, obtain the itemized receipt indicating the purchase price.
- **Retain the original receipts/invoices for reconciliation purposes** and forward, along with the monthly account statement, to the applicable supervisor.

### **Statement Verification**

1. A monthly account statement will be sent directly to individual cardholders. (OMB obtains an electronic billing file for payment processing.)
2. It is the cardholder’s responsibility to reconcile the monthly account statement with the receipts/invoices. If inaccuracies and/or erroneous information exist, the cardholder must immediately notify the agency card administrator.
3. Sign the monthly account statement and submit it with the receipts/invoices to the designated agency official for approval.

### **Vendor Does Not Accept Credit Cards**

Not all vendors accept purchasing cards. If this happens:

- Ask the vendor if they are interested in accepting MasterCard. If yes, refer them to a program administrator. **JPMorgan Chase will work with the vendor to secure their acceptance of MasterCard.**
- Complete the transaction using traditional purchasing procedures.
- Choose another vendor who accepts MasterCard.

### **Returns, Credits and Disputed Items**

Individual cardholders are responsible for following up with the merchant or bank on any erroneous charges, disputed items, or returns as soon as possible.

Disputed billings can result from failure to receive the goods charged, defective merchandise, incorrect dollar amounts, duplicate charges, credits not processed, as well as fraud and misuse.

If the cardholder has a problem with a purchased item or billing resulting from use of the purchasing card, the cardholder should first try to reach a resolution with the supplier. In most cases disputes can be resolved directly between the cardholder and the vendor.

Credits: Referring to the receipt/invoice, request the merchant place a credit on the card account.

Returns: A credit should be issued for any item that the vendor has approved for return. The credit will appear on a subsequent cardholder statement. Any returned item purchased with the purchasing card must be returned for credit. **Do not accept a refund in cash or check.**

**Maintain documentation of all credits, returns, and exchanges to be attached to the monthly account statement.**

Disputed Items: If the cardholder has a disputed charge and cannot reach resolution with the vendor, the cardholder or agency card administrator must complete the JPMorgan Chase online dispute form in PaymentNet within 60 days of the transaction date.

### **Declines at the Point of Sale**

If a cardholder's card is declined at the point of sale, the cardholder should contact the agency card administrator. They can see why it is being declined and will be able to manually authorize the charge, if appropriate. Some reasons for a decline include:

- The cardholder has failed to activate the card by calling the toll free number listed on the sticker placed on the front of the card.
- The cardholder has exceeded the designated single or monthly transaction limit.
- The cardholder attempts to use the card for a blocked supplier category.

### **Purchasing Card Security**

The purchasing card is to be treated with the same level of care that is afforded personal credit cards.

- Do not lend the purchasing card to anyone. The only person authorized to use the card is the person whose name appears on the front of the card and who completed the employee agreement/application.
- Do not post or write the purchasing card account number in any location that is accessible to others.
- Use only secure web sites when sending the purchasing card account number over the Internet.

### **Reporting Lost or Stolen Cards**

The cardholder must notify the agency card administrator and JPMorgan Chase immediately when a card is discovered lost or stolen. Report a lost or stolen card to JPMorgan Chase by calling **1-800-270-7760**. This number is available 24 hours a day, 365 days a year.

### **Random Audits**

Cardholder agencies, OMB, the State Auditors Office, and the JPMorgan Chase Fraud Division may conduct random audits of purchasing card use. The primary purpose of the audit is to ensure that purchasing card program procedures are being followed and that:

- State procurement procedures are being followed.
- The purchasing card is being used for appropriate transactions.
- Supporting documentation is complete.

### **Failure to Comply with Program Guidelines**

Any misuse of the purchasing card or failure to comply with the applicable policies and procedures may result in the following:

- Revocation of the purchasing card.
- Appropriate disciplinary actions, which may include termination.
- Repayment of transactions resulting from personal use of the purchasing card. Repayment will include any applicable taxes.

### **Termination of Employment or Transfer to Another Division**

If the cardholder's employment is terminated with the agency, or if the cardholder transfers to another division within the agency, the cardholder must return the purchasing card to his/her supervisor. The supervisor is responsible for contacting the agency card administrator, who will cancel and destroy the card.

### **Contact Information**

The following resource persons are available to provide assistance, answer questions, or help solve any problems that arise:

#### **Program administrator: OMB – (701) 328-4936 or 328-2682**

- To initiate an agency purchasing card program.
- For assistance with procurement policies and procedures.

#### **Agency card administrator**

- To apply for a purchasing card.
- For questions concerning policies and procedures.
- To replace damaged cards.
- For assistance with suppliers.
- For account inquiries.
- For billing information.
- To report a lost or stolen card.

### **JPMorgan Chase Customer Service Contacts**

**Card Administrator Customer Service – 1-800-748-9598 x7147**

**Cardholder Customer Service – 1-800-270-7760**